



Neighborhood Place Louisville, Kentucky



## Mission

Neighborhood Place works with communities in the Louisville Metro area to provide blended and accessible health, education, employment, and human services that support children and families in their progress toward self-sufficiency.

## Goals

- To improve economic self-sufficiency among families who receive Neighborhood Place services
- To improve the health status of mothers and babies who receive Neighborhood Place services
- To reduce violence within families who receive Neighborhood Place sevices
- To improve the level of student participation in school among children who receive Neighborhood Place services
- To provide citizens with timely access to an array of health, education, employment, and human services



- To provide services that are coordinated
- . To work in concert with communities





### 1993 (November)

First model multiservice Neighborhood Place opens at Thomas Jefferson Middle School.

1995 (Fall)

Service boundary lines are proposed for eight Neighborhood Place regions based on 5,600 children living in poverty; outcome measures are developed.











# Partners: The Power of 10

#### **Louisville Metro Government**

- 1. Human Services
- 2. Health Department

### **Kentucky Cabinet for Families and Children**

- 3. Family Support
- 4. Protection and Permanency
- 5. Community Coordinated Child Care (under contract)

### Jefferson County Public Schools (JCPS)

- 6. Family Resource and Youth Services Centers
- 7. School Social Workers
- 8. Assistant Directors of Pupil Personnel

### Seven Counties Services, Inc.

- 9. Prevention
- Jefferson Alcohol and Drug Abuse Center (JADAC)



1995 (December)

Neighborhood Place Ujima opens at DuValle Education Center between two of the most densely populated housing projects.









## 1995 (Winter)

Meetings are held throughout the community to inform the public about Neighborhood Place and to find those interested in joining the initial Community Councils. These councils have become the linchpin between the participating agencies and the communities served by each of the sites.

# Ten Years Ago

Before Neighborhood Place was created, families who lived in different parts of Louisville and Jefferson County and who needed assistance had to travel to many locations to access services. They took the bus to one building to apply for food stamps, Medicaid, or welfare benefits; to another to register for their health-care needs; to one more to petition for emergency financial aid; and to still another for employment. These individual agencies were not formally aware of how the others were serving families. Families were not routinely asked what they needed, but rather were fit into a program. They were determined eligible or ineligible for services and sent on their way.

Ten years ago, Neighborhood Place put an end to the traditional, fragmented system of service delivery. In November 1993, the prototype multiservice center—First Neighborhood Place—opened at Thomas Jefferson Middle School to increase access to services. The newest, and final, Neighborhood Place—South Central—officially opened in its permanent location on the grounds of Hazelwood Elementary School in September 2003.





Today, more than 450 staff members from four partner agencies work together at eight Neighborhood Places and three satellite sites located near where families in need of services live. Health.

education, and human-service professionals work together to help families find the best avenues to self-sufficiency. A Community Council, comprised of customers and people who live and work in the area, guide services tailored to fit each Neighborhood Place.

Anyone who works at a Neighborhood Place will tell you that collaboration is hard work. But collaboration pays off. Families overwhelmingly say they would return to or recommend Neighborhood Place to a friend, and staff consistently say that working in neighborhoods is the best way to serve families.



1996 (May)
810 Barret opens, providing services
to the largest geographical area in
the Neighborhood Place system.





# celebrating 10!









1996 (July)

The Neighborhood Place Managing Board and Community Councils adopt bylaws.



## 1996 (Fall)

Community Focus Groups are formed to collect data about each Neighborhood Place community.













## 1997

South Jefferson Neighborhood Place opens at the Lyman G. Armstrong Health Center. This site is a unique partnership among the Jefferson County Health Department, the University of Louisville, Family Health Centers, Inc., and the Jefferson County Public Schools; a satellite site later opens at Valley Traditional High School.



# Ten Principles of

- Improve access to services near where people live.
- 2. Provide multiple services in one location.
- 3. Build relationships to solve problems and strengthen responses.
- 4. Make connections with people who live and work in neighborhoods.
- 5. Recognize that collaboration occurs among people, not among institutions.
- Work together in teams that place the needs of families above agency or procedural concerns.
- 7. Work with families as partners, using family team meetings.
- 8. Respect and value families from initial greeting to case closure.

- Involve neighborhood residents in decideci sion making as members of Neighborhood Place Community Councils, the Managing Board, and other advisory groups.
- Recognize the diversity of communities served, served, as well as the diversity of service providers.





1997

A unique partnership develops between the Housing Authority of Louisville and the Neighborhood Place partner agencies to create Bridges of Hope at the Mabel W. Wiggins Family Investment Center; a satellite site is located at the L&N building.



# Top Ten Ways to

- 1. Emergency Financial Assistance for Food, Rent/Mortgage, and Utilities
- 2. Food Stamps and Medicaid
- 3. Clinic Services and Immunizations
- 4. Women, Infants, and Children (WIC) Nutrition Program
- Kentucky Temporary Assistance Program/ Temporary Assistance for Needy Families (KTAP/TANF)
- 6. School Social Services and Truancy Referrals
- Resources for Pregnant Teens and First-Time Parents
- 8. Early Intervention and Prevention
- 9. Foster/Adoptive Parent Support
- 10. Community Partnership for Protecting Children







1997 (July)
The Community Assessment
and Planning Project (CAPP)
is published.



Neighborhood Place of the Greater Cane Run Area opens at Farnsley Middle School

# Looking Toward

At ten years of age, Neighborhood Place has set a new standard for treating families with respect and coordinating public-sector services to help them. As we look to the future, Neighborhood Place will focus on the following major areas:

- Training all Neighborhood Place staff in the practice of holding Family Team Meetings and instilling this strengths-based method as our daily method of working with families as partners
- Fully incorporating the Louisville Metro Community Action Partnership and the Office of Youth Development into the Neighborhood Place structure
- Integrating the best practices of the Community Partnership for Protecting Children, Family to Family, and Comprehensive Family Services approaches into our daily work with families



- Continuing to seek new ways to work collaboratively and to improve our services to our neighborhood residents, as funding for human services, physical health, mental health, and education is diminished
- Creating better linkages with employment services to provide needed access to this critical resource for families



#### 2002

Northwest Neighborhood Place opens in Shawnee High School adjacent to the Early Childhood Jump Start Program and an intergenerational program.





# Working together to provide health, education, and human services for children and families at a Neighborhood Place near you!







#### 2003

The final Neighborhood Place site, South Central, opens on Hazelwood Elementary School property.





Neighborhood Place Northwest at Shawnee High School 4018 West Market Sreet Administrator: George Holmes Chairperson: Quintilla Weathers 485-7230

Neighborhood Place Ujima DuValle Education Center 3610 Bohne Avenue Administrator: Sterling Neal Chairperson: James Dixion 485-6710

Neighborhood Place of the Greater Cane Run Area 3410 Lees Lane Administrator: Woody Miller Chairperson: Felicia Hankins 485-6810

## Neighborhood Place Locations

South Jefferson Neighborhood Place 1000 Neighborhood Place Administrator: Polly Mayer Chairperson: Brain Smallwood 363-1424

> Valley Traditional High School (Satellite Site) 10200 Dixie Highway 485-7310

Neighborhood Place Bridges of Hope Family Investment Center 1411 Algonquin Parkway Administrator: Donna Morton Chairperson: David Peterson 634-6050

> L&N Building (Satellite Site) 908 West Broadway 595-4575

Neighborhood Place at 810 Barret Urban Government Center 810 Barret Avenue Administrator: Ron Jackson Chairperson: Chris Clements 574-6638

First Neighborhood Place at Thomas Jefferson Middle School 1503 Rangeland Road Administrator: Linda Chatmon Chairperson: Shedrick Jones Sr. 962-3160

> Newburg Health Clinic (Satellite Site) 4810 Exeter Avenue 458-0778

Liberty High School (Satellite Site) 3307 East Indian Trail 962-5660

Neighborhood Place South Central 4255 Hazelwood Avenue Administrator: Nancy Lasky Chairperson: Rolf Ruegg 485-7130

To learn which Neighborhood Place is nearest you, visit www.neighborhoodpl.org and type in vour address.

